GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:3727
ANSWERED ON:24.03.2017
Mobile Banking Services
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Will the Minister of FINANCE be pleased to state:

(a) the details of the public/private sector banks providing mobile banking services in the country including the number of customers presently using the said facility;
(b) whether banks propose to launch their mobile banking application in Marathi and other regional languages of the country;
(c) if so, the details thereof including the steps taken/being taken by the Government in this regard; and
(d) the manner in which the mobile banking services are being made user friendly by the Government?

Answer

The Minister of State in the Ministry of Finance

(a) to (c) Details of public sector banks and 13 banks providing mobile banking services are at Annex. National Unified USSD Platform based mobile banking services are currently offered by 43 leading banks and all GSM- based telecom service providers, and can be accessed in 12 different languages, including Hindi, English and Marathi.

(d) Reserve Bank of India has issued draft guidelines for interoperability of wallets.
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Annexure
In response to Lok Sabha starred question no 10053
S. No. Bank Number of customers using mobile banking Languages offered by the mobile banking app of the bank
1 Allahabad Bank 1,69,374 Hindi, English
2 Andhra Bank 4,02,020 English
3 Axis Bank 31,26,987 English
4 Bank of Baroda 9,50,114 English, Hindi, Gujarati
5 Bank of India 6,49,847 This includes unstructured supplementary services data (USSD) which is a multilingual application offered in 12 languages. Other applications are offered in English.
6 Bank of Maharashtra 2,93,391 English
7 Bhartiya Mahila Bank 3,201 English, Hindi
8 Canara Bank 5,42,845 Hindi, English
9 Central Bank of India 6,01,197 Hindi, English
10 City Union Bank Limited 9,45,278 English
11 Corporation Bank 20,89,979 English
12 Dena Bank 2,08,497 English
13 Federal Bank 4,05,299 English, Hindi, Malayalam
14 HDFC Bank 67,27,600 Hindi, English
15 ICICI Bank Limited 70,99,736 English, Hindi, Marathi, Gujarati, Tamil, Telugu, Kannada, Bengali, Oriya, Punjabi, Malayalam, Assamese
16 IDBI Bank 1,03,396 English
17 Indian Bank 7,87,948 English, Hindi, Tamil
18 Indian Overseas Bank 96,869 Hindi, English
19 IndusInd Bank 5,40,924 English
20 Jammu and Kashmir Bank 50,609 English
21 Karur Vaisya Bank 1,92,258 English
22 Kotak Mahindra Bank 13,13,800 English
23 Lakshmi Vilas Bank 80,799 Tamil, English, Hindi, Telugu, Kannada
24 Oriental Bank of Commerce 1,01,324 English
25 Punjab and Sindh Bank 48,748 English, Hindi
26 Punjab National Bank 55,32,673 English, Hindi
27 Ratnakar Bank 51,158 English

28 South Indian Bank 4,90,000 English
29 State Bank of Bikaner and Jaipur 127877 English
30 State Bank of Hyderabad 1,70,565 English and Hindi
31 State Bank of India 39,31,786 Hindi, English
32 State Bank of Mysore 1,60,325 English
33 State Bank of Patiala 1,27,679 English
34 State Bank of Travancore 89,633 English
35 Syndicate Bank 5,82,560 English, Hindi
36 UCO Bank 5,29,171 Hindi, English, Telugu, Malayalam, Guajarati, Marathi, Bangla, Tamil, Kannada, Assamese, Oriya, Punjabi
37 Union Bank of India 5,23,136 English
38 United Bank of India 84,708 English, Hindi
39 Vijaya Bank 12,91,530 English, Hindi
40 Yes Bank 95,799 English
Total 413,20,640
Sources: Banks